

Customer First

Environmental Health – Food Safety



South Hams
District Council

These are the **service standards** we aim to achieve during 2009/10

If you	We will
Are a business and seek our advice on complying with food law or good hygiene practice.	Respond within 3 working days
Make a complaint about food premises	Commence investigation within 3 working days
Make a complaint about an item of food or food poisoning	Commence investigation within 1 working day
Are a business and require the inspection of unfit food with a view to voluntarily surrendering it to the Council	Visit and examine the food and issue the necessary documentation within 1 working day
Are a business and require health certification for the export of food	Issue the certificate within 2 working days (subject to all necessary information being provided to us)
Are a commercial shellfish gatherer/business and require registration documents for the moving of shellfish	Issue the registration document within 2 working days
Are a food business and have received an inspection	Provide the inspection report at the time of inspection or within 5 working days for more complex or formal matters.